## **Master list of Community Resources**

We know that our school community is a place in which many students and their families receive support, like our Breakfast Program; access to Guidance Counsellors and Mental Health specialists; connections with our Multi-Language liaison and many other services.

If you are in need of financial, emotional or psychological support, check out these resources below:

## **Local Area Community Resources:**

Around St. Pius X High School area

These community centers can help you access many free or low-cost resources, including: Food banks; assistance with health services, mental health counselling and many other services and programs.

## Nepean, Rideau and Osgoode Community Resource Centre <a href="https://nrocrc.org/">https://nrocrc.org/</a>

Free services such as: Food support and baby cupboard;, summer programs; tools 4 school; community programs; mental health and counselling; community resources for newcomers and other general resources.

Call our Intake desk directly at 613-596-5626, extension 249 or by email at intake@nrocrc.org.

Youth in need of counselling support should call our Youth Intake desk directly at 613-596-5626, extension 308 or by email at youthintake@nrocrc.org.

Nepean, Rideau and Osgoode Community Resource Centre 2nd Floor, Unit 240 1547 Merivale Road Nepean, Ontario K2G 4V3

**Tel:** 613.596.5626 **Fax:** 613.596.1870

### The Wrap-Around Poverty Reduction Initiative

If you are a client of the <u>CareCentre Ottawa</u>, <u>FamSac</u> and/or <u>Sadaqqa Food Bank</u>, you may qualify for services under the Poverty Reduction Wrap-Around Initiative.

- Services to alleviate poverty:
- Food Security
- Assessments and Referrals
- Resources to meet family needs
- Case Management
- Outreach on behalf of clients
- Provide individualized action plans for clients to meet their goals.

Reach out to Abir at 343-572-2422 to learn more or access support.

#### **Care Centre Ottawa**

https://www.carecentreottawa.ca/

Free Services such as: Food Support, meal program, cooking program; computer cafe; seniors deliveries; wrap around services

Email: info@carecentreottawa.ca

Phone: 613-693-0890 Address: 500 Viewmount Drive Ottawa ON Canada K2E7P2

(Corner of Fisher Ave. and Viewmount Dr.)

#### **Debra Dynes Family House**

https://www.debradynesfamilyhouse.com/

Free Services: Emergency Food Bank; Clothing and small household items; sewing group; after school program; emergency lunch program; computers and first work experience, summer camps, and more

info@debradynes.com

(613) 224-3824

955 Debra Avenue, Unit 85

Ottawa, ON K2C 0J5

Hours of operation:

Monday-Friday

9:00 A.M. - 12:00 P.M. & 1:00 P.M. - 3:00 P.M. \*The food bank operates the same hours with the exception of being closed Tuesday morning

### **Caldwell Family Centre**

https://caldwellfamilycentre.ca/

Free Services: Food bank and food security and meal programs;; Clothing depo and programs; drop in centre; assess to computers, employment readiness programs and more

info@caldwellcentre.ca

613-728-1800

1475 Caldwell Avenue, Ottawa ON K1Z 5L6

**Salvation Army Booth Centre:** provides emergency assistance to families and individuals with groceries and clothing/household vouchers and emergency transportation.

http://www.ottawaboothcentre.org/

## **Financial Assistance Resources**

Emergency Financial Assistance: Emergency assistance (funds for food and shelter in the case of an eviction or if required to move for safety reasons)

https://ottawa.ca/en/family-and-social-services/financial-and-social-assistance/apply-financial-assistance/emergency-assistance

City of Ottawa- Financial and Social Assistance

https://ottawa.ca/en/family-and-social-services/financial-and-social-assistance#

**Ontario Works** (social assistance): Applications for **Ontario Works** are completed <u>online</u> or over the phone at 1-888-999-1142 from Monday to Friday from 8:30 am to 5 pm. Toll free TTY: 1-800-387-5559.

The **City of Ottawa** has many resources available: Call 311 or visit their website https://ottawa.ca/en/3-1-1

3-1-1 online

110 Laurier Avenue West

Ottawa, ON K1P 1J1

Call\_3-1-1 between 8:30 am and 4 pm:

- Select 1 for service in English or 2 for service in French
- Select 4 for Employment and Social Services
- Bell Relay TTY 1-800-855-0511
- OR 613-580-2400 or 1-866-261-9799
- Client Service Centre https://ottawa.ca/en/client-services

## Other Food Banks and Resources

City of Ottawa-Access to Food banks and resources

Call 2-1-1 or 613-761-9076 to connect with food resources such as:

- Food banks and referrals
- Food access for seniors/people with disabilities
- Cooking classes and facilities
- Food delivery for people who are homebound
- Food for special dietary needs
- Free/low-cost meals
- Growing/picking your own food

#### Food Banks:

Use your address to find your local food bank here

There are also other community-based food programs in some local areas and for cultural communities.

https://documents.ottawa.ca/sites/documents/files/covid\_foodresour\_en1.pdf https://ottawa.cmha.ca/about-cmha/for-clients/food-security/

**Fire of God** - Donation based food program: Pick and choose groceries for a minimal donation or free box of groceries. Open Wednesdays: 5:30-7:30 p.m. and Sundays: 12:30 - 2:30 to anyone across the city 212 Murray Street, Ottawa

#### **Emergency Pet Food Bank:**

https://ottawahumane.ca/services/emergency-pet-foodbank/

# Mental Health Emergency Numbers, Distress/ Crisis Lines and Resources

#### **Youth Services Bureau Crisis Line**

(available 24/7) 613-260-2360 or chat.ysb.ca to chat online

Also offer other services for youth: Youth mental Health Walk in clinic For youth ages 12 to 20, and/or their parents or caregivers **Walk-in sessions**: Tuesdays (300–1355 Bank St.) and Thursdays (2225 Mer Bleue Rd.), 12 noon to 8 p.m. (last session is at 6 p.m.) . -Other mental health services; Community and housing services; employment services; justice services and more. Visit their website for more information:

https://www.ysb.ca/services/

**Kids Help Phone** (available 24/7) 1-800-668-6868 or text CONNECT to 686868

Ottawa Distress Centre (available 24/7)

613-238-3311 or Ottawa Crisis Line: 613-722-6914

Text:343-306-5550

Crisis line for 2SLBGTQ+ youth: https://www.youthline.ca/

The Walk-In Counselling Clinic www.walkincounselling.com

613-755-2277

Free walk-in counselling for Adults, youth, and families Various locations around the city

**1Call1Click** <u>www.1call1click.ca</u> 613-260-2360

CounsellingConnect www.counsellingconnect.org

Counselling&Family Services <u>www.cfsottawa.ca</u> 613-233-9881

School Mental Health Ontario Resources www.smho-smso.ca

Ottawa Rape Crisis Centre 613-562-2333 https://orcc.net/

Sexual Assault Support Centre of Ottawa 613-234-2266 <a href="https://sascottawa.com/">https://sascottawa.com/</a> The Assaulted Women's 24hr Helpline at 1-866-863-0511.

**WOCRC (Western Ottawa Community Resources)** Counselling Services Team 613-591-3686 <a href="https://wocrc.ca/programs/counselling-services/">https://wocrc.ca/programs/counselling-services/</a>

Ottawa Police Service 9-1-1 (life threatening emergency or crime) 613-230-6211 (other emergencies) <a href="https://www.ottawapolice.ca/en/">https://www.ottawapolice.ca/en/</a>

**Crossroads: Children's Mental Health Centre** 

https://crossroadschildren.ca/

Mental Health Services; Child and Family Clinic; Parents/caregiver 1755 Courtwood Cresent, Ottawa, Ont K2C 3J2 613-723-1623

#### **PLEO- Parents Lifeline of Eastern Ontario**

Free parent's helpline - We provide **Family Peer Support** through integrated services specifically designed to support parents.

613-321-3211 or 1-855-775-7005

Parents support Group and Mobile one-to-one services <a href="https://www.pleo.on.ca/">https://www.pleo.on.ca/</a>

## <u>Housing, Health Care, Basic Necessities and Other Programs</u> Services:

**Health and Basic Needs**: Community Health and Resource Centres offer food cupboards, clothing, primary care medical clinics, and various services for each community's needs. Use your postal code to find your local Community Health or Resource Centre here or <a href="http://coalitionottawa.ca/en/find-your-chrc.aspx">http://coalitionottawa.ca/en/find-your-chrc.aspx</a>

## **Emergency Shelters/ Housing:**

For Youth-YSB offers emergency shelter for youth seeking temporary housing. We also offer the Transitional Housing Program and the Long-Term Housing Program. Please contact each program or shelter directly for more information about each service or info@ysb.ca.

**Evelyn Horne Young Women's Emergency Shelter, 613-789-8220** 

https://www.ysb.ca/services/community-and-housing-services/housing-and-shelter/

Young Men's Emergency Shelter, 613-907-8975

https://www.ysb.ca/services/community-and-housing-services/housing-and-shelter/young-mens-shelters/

**Transitional Housing Program for Young Women, 613-789-8220** 

https://www.ysb.ca/fr/services/services-communautaires-logement/logement-service-urg ence/programme-logement-transition-jeunes-femmes/

**Transitional Housing Program for Young Men, 613-907-8975** 

https://www.ysb.ca/services/community-and-housing-services/housing-and-shelt er/transitional-housing-programs-for-young-men/

Long-Term Housing Program, 613-241-7788

https://www.ysb.ca/services/community-and-housing-services/housing-and-shelter/long-term-housing-program/

Restoring Hope: Youth Shelter and Services 613-808-3321

https://www.restoringhope.ca/for-youth

First Baptist Church at 140 Laurier Ave. W., Ottawa. Please knock on the door at the side of the church on Elgin St.

**Operation Come Home**- Youth Shelter and Services 613-230-4663

150 Gloucester

St. https://operationcomehome.ca/

## **Shepherds of Good Hope: Shelter and Housing**

https://www.sqhottawa.com/shelter/

Please contact us at 613-688-2929 ext. 322 to speak with someone at the front desk who will be able to assist you.

#### Cornerstone-Women's Shelter

https://cornerstonewomen.ca/

Please contact us at 613-237-4669 ext. 300 to speak with someone at the front desk who will be able to assist you.

**St. Joe's Women's Centre-** housing, emergency food bank; lunch programs, and more <a href="https://stjoeswomenscentre.org/">https://stjoeswomenscentre.org/</a>

151 Laurier Ave. East Ottawa, Ontario K1N 6N8

Phone: (613) 231-6722

## **Stepstone House- Refugees and Newcomers**

A transitional shelter for refugees and newcomers. We provide food, settlement services, and one-on-one integration support. <a href="https://stepstonehouse.ca/contact-us/">https://stepstonehouse.ca/contact-us/</a>

**Phone:** 613-421-4140

Email: info@stepstonehouse.ca Address: 60 Chippewa Ave, Nepean, ON, K2G 1Y2

#### Housing Support through the City of Ottawa

Families requiring emergency housing must first be assessed by the City of Ottawa to determine eligibility and authorize placement. For eligibility and placement please contact a City of Ottawa crisis worker at 613-560-6000 during office hours or call 3-1-1 after hours or on weekends.

**Housing Registry of Ottawa:** To apply for subsidized housing or subsidies for market rent, you must complete an application and send to the Housing Registry <a href="https://www.housingregistry.ca">https://www.housingregistry.ca</a>

**Connecting Ottawa**- find list of social services https://connectingottawa.com/social-services/ Chaplain Health- <a href="https://champlainhealthline.ca/">https://champlainhealthline.ca/</a> Access to multiple resources for clothing, food and shelter <a href="https://champlainhealthline.ca/listCategories.aspx?id=10055">https://champlainhealthline.ca/listCategories.aspx?id=10055</a>

## **Assistance with Health Services and Social Supports**

Essential health and social supports: Urgent dental care and dentures, eye exams and glasses, fuel/gas/hydro arrears, deposits and reconnection fees, rent arrears and deposit, Assistive Devices Program (ADP) 25% consumer contribution, bathroom aids, surgical and diabetic supplies, cremations and burials

https://ottawa.ca/en/family-and-social-services/financial-and-social-assistance/apply-financial-assistance/essential-health-and-social-supports-ehss

Or call the City of Ottawa at **3-1-1**, select **1** for English, **4** for Social Services, then **3** 

#### **Dental health**

• <u>Healthy Smiles Ontario (HSO)</u> (**link is external**) is a free dental program that covers regular and emergency dental care for children 17 and under. The program is designed for lower-income families in need of support.

You can check to see if your child(ren) are eligible and you can apply on-line

- Urgent dental care is available for social assistance (Ontario Works) recipients and low-income adults who qualify for <u>Essential Health and Social Supports</u> (EHSS).
- Adults are assessed by a City dental client to determine treatment.
- Denture services covered under the Community Denture program may be provided however, the service must be pre-approved at a City dental clinic.

## Apply: If you are already an "Ontario Works" recipients

Contact a City dental clinic. Adults must go to one of the <u>City's dental clinics</u> to determine treatment. City Dental Clinics: 400-1580 Merivale Road 613-580-9631 or 2525 St. Laurent Boulevard 613-580-9632

**Essential Health and Social Supports** for dental care and eye-wear, etc. To apply: Call 3-1-1 between 8:45 am and 4 pm Select 1 for English or 2 for service in French, then Select 4 for Social Services

- <u>Cost of medical supplies</u> Low-income individuals and social assistance recipients can get help with the cost of medical supplies. For information on how to apply for short-term help call 311.
- **Prescription drugs**-For the Ontario Drug Benefit program, your coverage is automatic if you are receiving financial or residential assistance. Seniors contact their pharmacist.For help paying the deductible for Ontario Drug Benefit or Trillium Drug Program, low-income residents can apply for help by calling 3-1-1 between 8:30 am and 4 pm:
  - Select 1 for service in English or 2 for service in French
  - Select 4 for Employment and Social Services
  - o Bell Relay TTY 1-800-855-0511

**One Sight Program:** Accessing free prescription glasses https://onesight.org/app/uploads/2018/12/OneSightVoucherProgramIntro CA.pdf

## Services, Support and Resources for Newcomers, refugees

OCISCO Ottawa Community Immigrant Services Organization <a href="https://ociso.org/">https://ociso.org/</a>

OCISO Main Office 959 Wellington Street West, Ottawa, On K1Y 2X5 Canada 613-725-0202 Fax 613-725-9054

CCI Ottawa- Catholic Centre for Immigrants Ottawa <a href="https://cciottawa.ca/">https://cciottawa.ca/</a>
219 Argyle Avenue, Ottawa ON, K2P 2H4
Hours: 9 a.m. to 4 p.m., Monday to Friday

Telephone: (613) 232-9634

**All new clients must book an appointment.** To book an appointment, please call us at 613-232-9634 or fill out our contact form. During your first appointment, you will meet with an intake counsellor who will assess your needs and provide you with advice and referrals to help you with your settlement journey.

Muslim Family Services 613-562-2273 mfso.ca Email: info@mfso.ca 309 Cooper Street, Suite 503, Ottawa On K2P 0G5,

Rwanda Social Services and Family Counselling 613 736-6165

htrwandasocialservices@gmail.com

https://www.rwandasocialservicesottawa.org/

## Help with Communication and/or translation

https://connectingottawa.com/communication-barrier-services/

## **INDIGENOUS COMMUNITIES Support & Resources:**

Hope for Wellness Help Line 24/7\_1-855-242-3310 <a href="https://www.hopeforwellness.ca/">https://www.hopeforwellness.ca/</a>

Wabano Centre- Heath Clinic; programs & support; community

Central and Administration 613-748-0657 info@wabano.com

https://wabano.com/

## Akausivik Inuit Family Health Team - Medical Centre

www.aifht.ca

613-740-0999

24 Selkirk St, Suite 300, Vanier, ON K1L 0A4

# Métis Nation of Ontario - Healing and Wellness Branch Services - Community Support Services

www.metisnation.org 613-748-1880 ext 303 214 Montreal Rd, Suite 400, Ottawa, ON K1L 8L8

Minwaashin Lodge - Indigenous Women's Support Centre <a href="https://www.minlodge.com/">https://www.minlodge.com/</a> 613-748-8311 2323 St Laurent Blvd, Ottawa, ON K1K 4C1

## **Odawa Native Friendship Centre**

https://odawafc.com/ 613-722-3811 815 St Laurent Blvd, Ottawa, ON K1K 3A7 reception@odawa.on.ca

## Tungasuvvingat Inuit - Urban Inuit Community Centre www.tiontario.ca

613-749-4500

1071 Richmond Rd W, Ottawa, ON K2B 6R2

## Other Services, Programs and Resources:

Belong Ottawa: Community and Spiritual support; Hot meal and snacks; access to other support services; Centre 454; The Well; St. Luke's Supper Table <a href="https://belongottawa.ca/">https://belongottawa.ca/</a> 613-235-4351

https://belongottawa.ca/programs/

Belong Ottawa at The Well 154 Somerset St. West. Ottawa ON, K2P 0H8

Belong Ottawa at Centre 454 454 King Edward Avenue. Ottawa ON, K1N 7M8

Belong Ottawa at St Luke's Table 211 Bronson Ave, Ottawa ON, K1R 6H5

**Child Care Registry**: A child care fee subsidy helps with the high cost of child care, covering all or part of child care costs. An application must be completed <u>online</u>

**Recreation & Programs:** The City of Ottawa Hand In Hand application is a subsidy to help qualifying individuals, families and children access recreation programs offered by the City of Ottawa. To apply, complete the <u>application form</u>, and bring it with proof of income to your local recreation facility. Or you can visit the recreation facility to pick-up the form to complete.

Kids Sport- <a href="https://kidsportcanada.ca/">https://kidsportcanada.ca/</a>

Tel: 416-899-9106

info@kidsportontario.ca

KidSport Ontario gives grants to families to help remove financial barriers to sport. Since 1993, we have helped nearly 1 million kids off the sidelines and into a season of sport! Apply for Grant- <a href="https://kidsportcanada.ca/ontario/provincial-fund/">https://kidsportcanada.ca/ontario/provincial-fund/</a>

Jumpstart Canadian Tire program-https://jumpstart.canadiantire.ca/

1.844.YES.PLAY (937.7529)

Individual grants for sports; resources

https://jumpstart.canadiantire.ca/pages/individual-child-grants

### https://jumpstart.canadiantire.ca/pages/resources-for-parents

**John Howard Society-** New location at 401 Bell Street South, Ottawa ON K1S 4K5 Tel: 613.789.7418 – Email: jhsottawa@jhsottawa.ca

Our organization has a strong history of helping individuals, and families, who are at risk of, or have come into, conflict with the law. Our work includes the provision of prevention and intervention services, as well as advocacy, public education, and community partnerships. Our diverse client group includes youth and adults, males and females, from a wide cross section of social, ethnic, linguistic and cultural backgrounds representative of our broader community

### YMCA- Programs, support and housing services

http://www.ymcaottawa.ca/

Youth Programs, child care, employment & immigration services; Housing Services <a href="http://www.ymcaottawa.ca/housing-services/">http://www.ymcaottawa.ca/housing-services/</a>

Taggart Family YMCA- specifically for Housing services and shelter Shenkman Residence at the Taggart Family Y 180 Argyle Ave, Main floor 613-788-5063

## **St. Mary's home**-teen parents support

https://stmaryshome.com/

To learn about our programs or to speak with a counselor, call: 613-749-2491

St. Mary's Home 780 rue l'Eglise Street Ottawa, Ontario K1K 3K7

By Phone: (613) 749-2491 By Fax: (613) 569-6582

By email: info@stmarvshome.com

The Young Parent Outreach and Program Center is located in the Vanier area of Ottawa. One of its greatest features is that it's a "one-stop" multi-service center. It brings together in one location, a number of different services and programs all designed to meet the unique needs of young pregnant women, young moms and dads and their children. It's one place where you can get support from the time you learn you are pregnant, all the way through until your child reaches the age of 6. Here are some of the activities available:

- Learn how to have a healthy pregnancy
- See a doctor
- Join a support group
- Learn how to care for your growing child and how to be the best parent you can be
- Complete high school credits
- Get advice on how to manage your money

Youville Centre https://www.youvillecentre.org/programs-services/ 613-231-5150

Youville Centre is a non-profit, registered charity and Accredited Child and Youth Mental Health Agency that serves adolescent mothers and their children

## Boys and Girls Club <a href="https://www.bgcottawa.org/">https://www.bgcottawa.org/</a>

2825 Dumaurier Avenue, Ottawa 1-888-824-0183

BGC Ottawa helps kids and teens learn important skills to do well in life by offering special programs, local services, and friendships with other kids and adults who care about them.

**Community Laundry Co-op**: Low-cost laundry (\$1.00 / washer load and \$1.00 / dryer load) is available by appointment to members (\$2.00 / year membership) where all the laundry supplies are provided. Join the co-op here: <a href="https://communitylaundrycoop.ca/laundry/">https://communitylaundrycoop.ca/laundry/</a>

#### **Affordable Internet Options:**

- a) Connecting Families: <a href="https://www.connecting-families.ca/welcome">https://www.connecting-families.ca/welcome</a>
- b) Rogers Connected for Success: <a href="https://about.rogers.com/stories/ontario/">https://about.rogers.com/stories/ontario/</a>
- c) National Capital FreeNet (for residents of Ottawa Community Housing) https://www.ncf.ca/en/

#### **Assistance with Utilities:**

Ontario Energy Support Program allows some people to qualify for a subsidy on utility costs.

https://www.oeb.ca/consumer-information-and-protection/bill-assistance-programs

#### **Furniture and Household items:**

Furniture Bank of Ottawa: <a href="https://www.matthewhouseottawa.org/furniture-bank">https://www.matthewhouseottawa.org/furniture-bank</a> - provides one time assistance for families in need of furniture - referrals for this program **MUST** be made through your social worker or addiction counsellors.